CCL English Assessment Platform

*Executive Summary for Stakeholders*

# Project Overview

**Platform Name:** CCL English Assessment Platform

**Purpose:** AI-powered English proficiency evaluation for cruise ship employees

**Target Users:** Prospective employees across Hotel, Marine, and Casino operations

**Status:** Fully Functional & Production-Ready

# Operations and Departments Structure

The platform supports three operational divisions with department-specific scenarios:

|  |  |  |  |
| --- | --- | --- | --- |
| Operation | Department | Scenarios | Questions in Bank |
| HOTEL OPERATIONS | AUX SERV | 3(10) | 21(100) |
| BEVERAGE GUEST SERV | 3(10) | 21(100) |
| CULINARY ARTS | 3(10) | 21(100) |
| GUEST SERVICES | 3(10) | 21(100) |
| HOUSEKEEPING | 3(10) | 21(100) |
| LAUNDRY | 3(10) | 21(100) |
| PHOTO | 3(10) | 21(100) |
| PROVISIONS | 3(10) | 21(100) |
| REST. SERVICE | 3(10) | 21(100) |
| SHORE EXCURS | 3(10) | 21(100) |
| MARINE OPERATIONS | Deck | 3(10) | 21(200) |
| Engine | 3(10) | 21(200) |
| Security Services | 3(10) | 21(200) |
| CASINO OPERATIONS | Table Games | 3(10) | 21(200) |
| Slot Machines | 3(10) | 21(200) |
| Casino Services | 3(10) | 21(200) |

**Total Coverage: 3 Operations | 16 Departments | 48(160) Scenarios | 21(1600) Questions per Assessment**

# Assessment Modules Breakdown

The assessment consists of 6 comprehensive modules totaling 100 points across 21 questions:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Module | Questions | Points | Type | Description |
| 1. Listening | 3 (Q1-Q3) | 16 | Audio MC | AI-generated realistic cruise scenarios |
| 2. Time & Numbers | 3 (Q4-Q6) | 16 | Fill-in | Critical for safety and operations |
| 3. Grammar | 4 (Q7-Q10) | 16 | Multiple Choice | Professional communication standards |
| 4. Vocabulary | 4 (Q11-Q14) | 16 | Drag & Drop | Industry-specific terminology |
| 5. Reading | 4 (Q15-Q18) | 16 | Comprehension | Policy and procedure understanding |
| 6. Speaking | 3 (Q19-Q21) | 20 | Voice Record | AI-analyzed voice responses |
| TOTAL | **21** | **100** | **-** | **30-minute assessment** |

# Key Features

## Division-Specific Assessment Paths

* Hotel Operations - 10 departments (AUX SERV, Beverage, Culinary, Guest Services, Housekeeping, Laundry, Photo, Provisions, Restaurant, Shore Excursions)
* Marine Operations - 3 departments (Deck, Engine, Security)
* Casino Operations - 3 departments (Table Games, Slots, Services)

## Advanced Technology Integration

* Real-time voice recording - Authentic speaking assessment
* Interactive drag-and-drop - Enhanced user experience
* Responsive design - Works on any device

## Immediate Results & Analytics

* Instant scoring upon completion
* Module-by-module performance breakdown
* Pass/Fail determination (65% threshold)
* Exportable results for HR systems

# Business Impact

# ROI Projection

**Assumptions:**

* 5,000 new hires annually across CCL fleet
* Traditional assessment: $75 per candidate (2 hours @ $37.50/hr)
* Platform development: One-time investment

**Annual Savings: $375,000/year**

Calculation: **5,000 candidates × $75 = $375,000/year**

**Payback Period: < 1 month of operation**

# Technical Architecture

## Frontend

* Modern HTML5/CSS3/JavaScript
* Apple-inspired UI design (SF Pro Display)
* Mobile-responsive layouts
* Accessibility-compliant

## Backend

* Python FastAPI framework
* RESTful API architecture
* JSON-based question configuration
* Scalable microservices design

## Infrastructure

* Lightweight deployment (~50MB)
* No database required for MVP
* Easy integration with existing HR systems**(Do I need to connect snowflake or use same database as Hirevue replacement)**
* Cloud-ready architecture

# Deployment Options

## Option 1: Internal Hosting

* Host on CCL servers
* Full data control
* Integration with existing HR systems

## Option 2: Hybrid

* Assessment portal in cloud
* Results stored on-premise
* Best of both worlds

# Recommendation

**Deploy immediately** for pilot program with:

* 100 candidates across all three divisions
* HR feedback collection
* System performance monitoring
* Content refinement based on results